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| Central queensland family law pathway network |
| CQFLPN SERVICE DIRECTORY |
| MAY 2014  |
|  |
| **Sandy Paton** |
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**The** **CQFLPN Service Directory**

The Central Queensland Family Law Pathway Network (CQFLPN)is an initiative of the Australia Government Attorney General’s Department. The overarching aim of a Family Law Pathways Network (FLPN) is to improve collaboration and coordination between organisations operating in the family law system in order to help separating and separated families obtain appropriate services. By ensuring collaborative referrals and enhancing the understanding of available family services, the FLPNs represent an essential component of the Government’s commitment to an accessible justice system that meets the needs of Australian families.

The Central Queensland FLPN commenced in July 2010 and services the Rockhampton, Gladstone, the Central Highlands region, Longreach and Biloela communities (spread across a distance of over 700kms). Membership is broad and inclusive and consists of a diversity of professional people working within the Family Law System across the region.

The June 2013 CQFLPN Service Directory has been developed to provide information on both the core and ancillary services that support the Family Law System in the Central Queensland Region. Both private and Not For Profit Services have been included.

Information has been drawn from CQFLPN members and existing local service directories and resources.

To use the Service Directory, either click on the most relevant heading in the contents page, or quickly scroll through the whole Guide.

To include, remove or change an entry please contact sandypaton@bigpond.com. The Directory is updated on as, as needs basis.

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*Acknowledgements:*

* *All activities undertaken by the Central Queensland Family Law Pathway Network are funded through the Federal Attorney General’s Department as part of the national Family Law Pathway Network, an Australian Government Initiative.*
* *Thanks to the Central Queensland Family Law Pathway Steering Committee for their input and support in the development of this Service Directory.*
* *This Directory was originally based on existing local directories including:*
* *Gladstone Regional Council Community Services Directory*
* *Rockhampton Mental Health Promotions Committee: Rockhampton Services Directory: Emotional Health and Wellbeing*
* *Emerald Resource List*
* *The Directory is updated based on local resources and member input.*

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**Core Central Queensland Family Law Support Services**

**ROCKHAMPTON FAMILY RELATIONSHIP CENTRE**

Provides information and referrals to assist strengthening families and dealing with relationship difficulties. Where families separate, the FRC provides information, intake and assessment, education programs and family dispute resolution (mediation) with qualified practitioners to help them reach agreement on parenting matters without going to court. This agreement occurs in the form of a parenting plan. The FRC strives to provide culturally appropriate service.

**Services**Family Dispute Resolution (mediation) is offered on children’s issues. The process consists of Intake and Assessment, Group Child Focus session (individual or telephone by assessment) and mediation which is booked for 3 hours. We offer FDR (mediation) outreach services to Gladstone fortnightly and Emerald, Biloela, Yeppoon, Blackwater and Mount Morgan by appointment. We can offer telephone FDR (mediation) where necessary.

**Costs**The first three hours of service (Intake & Assessment, Child Focus session and first hour of FDR) are funded. The second and third hour of the mediation plus any further sessions are charged at $30 per hour per person. Exemptions apply - please check with your practitioner.

**Contacts:** 36 East St (opp Courthouse), Rockhampton: Ph: 1300 783 544

**Email:** frcrockhampton@centacare.net: [www.centacare.net](http://www.centacare.net)

*Outreach Services at Centacare Offices*

Gladstone : 1 Glen Lyon St, Gladstone
Emerald : 141 Egerton St, Emerald
Blackwater : Cnr Kurrajong Street & Fir Street

**RELATIONSHIPS AUSTRALIA**

Family Dispute Resolution. Relationship counselling for individuals, couples and families. Domestic violence prevention groups for men. Parental mediation. Education sessions on relationships and gambling. Financial counselling available: also Counselling for gamblers and families; see [Gambling Help Service](#GamblingHelpService) in this Directory.

***Services***

*Family Dispute Resolution/Mediation*: FDR/Mediation comprises intake appointments with both parties cost: $35:00 for intake. Mediation runs for 2 hours Non concession card holders - $75 per hour – $150 for each person: Concession card holders - $35 per hour – sessions run for at least 2 hours = $70 for each person.

Mediation offered on children's issues and/or financial and property. ***Rockhampton and Gladstone***

*Parenting Order Program:* Assessment no wait: Groups normally start every eight weeks. ***The Parenting Orders Program has two aspects to it.*** The first one being through case management identifying issues of contention between parents in their co-parenting relationship. This allows for additional supports eg: counselling, 1 on 1 and working closely with other agencies referring as required. For those parents identified as benefiting from further information around co-parenting the option is given to attend Focus On Kids group sessions. Case review ongoing on an as needs basis. ***Rockhampton, Gladstone Mt. Morgan and Distance Education.***

***The Focus on Kids*** group sessions are hosted over 8 weeks for 2.5hrs per week providing a psycho-educational focus on children and their needs; and how as separated parents these can be overlooked. Subjects discussed include grief, losses in separation, attachment, communication & negotiation skills, appropriate co-parental boundaries to keep the children from any conflict. This program is well received by all attendants and by the end of the program has imparted the skills to negotiate their own share care arrangements and coping mechanisms, particularly if both parents and significant others in the child's life attend the program. Parents attend separate sessions. ***1 on 1 face to face available & Distance Education available to outlying areas.  Referrals received via Federal Magistrate Court / Solicitors / Agencies / Voluntary . Free service sponsored by Attorney General's Department.***

 *Child Contact:* The CCS Rockhampton is open on week-ends from 9am-5pm- hours outside these times to be negotiated:

* Weekdays available upon negotiation with the CCS Supervisor
* Administrative fee-$10 to be paid at the assessment interview
* Changeovers-$5 (per parent) for each drop-off and $5 (per parent) for each pick-up
* Supervised contact- $20 for the first hour and $10 per additional hour (to be shared equally by both parents)
* The service is centre based at Relationships Australia, Rockhampton for security reasons.

The Child Contact Service also provides:

* Services to parents who have family court orders and protection orders and those who wish to use the service voluntarily
* Re-unification and support for children and parents (referrals to counselors if there has been a significant span of time or situation)
* The CCS staff encourage and support parents to 'parent', particularly in cases when parents have been absent in the child's life for a period of time
* The CCS provides a place which is emotionally and physically safe for children. We support children to maintain, strengthen or re-build their relationship with the parent they do not live with and assist them to have a voice.

Where possible, the CCS supports parents to move towards managing their own contact arrangements. ***To access this service please ring: 1300 364 277***

***Poppers & Popstars***  children's groups have been specifically developed to support children whose parents have separated and may be experiencing some tension and/or conflict relating to the children's care arrangements post-separation. The main aim in offering these groups to children is to support them in the experience of parental separation and conflict. It is time for children to express their own feelings and thoughts related to their family situation, particularly their parents separation. The age group for the Poppers groups is 6-9 years and the age group for the Popstars groups is 10-13 years and is a six week course and is open to all referral pathways. ***To access this service please ring: 1300 364 277***

***Contact Information:*** Cnr Berseker and High Sts. Nth Rockhampton; PO Box 9959 Frenchville 4701. Ph: 1300 364 277

**LEGAL AID QUEENSLAND**

Legal Aid Queensland is an independent statutory body funded by both the Federal and State Governments, as well as from the Legal Practitioners Interest on Trust Funds Account Fund. It provides legal assistance to economically and socially disadvantaged Queenslanders. A Legal Aid Office is located in Rockhampton, but there are private firms of Solicitors in ***Rockhampton, Yeppoon, Gladstone, Biloela*** and ***Emerald,*** who are also funded to provide Legal Aid services.

**Services**

*Casework*

Grants of legal aid can be made for criminal law, family law (including Dispute Resolution Conferences), domestic violence, child protection and discrimination matters. Grants of aid for Court representation or mediation conferences are subject to means test funding guidelines and, in most cases, a legal merits test.

*Duty Lawyer Services*

Legal Aid provides or funds Duty Lawyer services in the Magistrates Court, Children’s Court and also the Federal Magistrates Court. These are free services and are not the subject of a means or merit test.

*Legal Advice*

A free legal advice service is available through Legal Aid Queensland. Face to face legal advice clinics are conducted in Rockhampton Office:

Tuesday Thursday

9.00 a.m. to12.00 p.m. 9.00 a.m. to 1.00 p.m.

2.00 p.m. to 4.00 p.m.

*Clients will need to contact the office to book an appointment in this clinic. Appointments are 30 minutes in duration and clients need to make their own child care arrangements as children cannot sit in on appointments.*

*Telephone Advice*

Free telephone advice can be booked through the Legal Aid Queensland hotline 1300 65 11 88. Sessions are conducted each morning and each afternoon Monday to Friday. Clients need to be booked in by contacting the 1300 65 11 88 number.

From time to time Lawyers in Rockhampton Office may provide telephone advice to persons outside of Rockhampton. Legal Aid Queensland also provides a weekly advice session to inmates at the Capricornia Correctional Centre. This service is conducted by way of video conferencing.

*Legal Information*

Legal information, including Factsheets and Information Booklets can be obtained either from the local office or by contacting the Legal Aid Queensland Call Centre on 1300 65 11 88.

*Legal Aid Website*

There is a comprehensive website [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au/) which provides information on a wide range of legal topics.

**Contact Information:** The Rockhampton Office is located at Ground Floor, 35 Fitzroy Street, Rockhampton. Telephone (07) 4938 4162, Facsimile (07) 4922 4978.

**COMMUNITY LEGAL CENTRES**

**Rockhampton**

The Central Queensland Community Legal Centre is a not for profit government funded organisation that provides free legal information, referral and community legal education to residents of the central Queensland region over a variety of civil, family and minor criminal law matters. They are open for face to face appointments in Rockhampton from Monday to Thursdays and in Yeppoon on Wednesdays as well as telephone advice to the surrounding region. There is no means test.

See Solicitor by appointment – in person or by phone: waiting time is generally around a week but may be up to three weeks.

Contact: Suite 5 Public Trustee Building, 67 East Street or PO Box 1393 Rockhampton Q 4700.. Ph 4922 1200. Toll free number 1800 155 121

Also see [Central Queensland Community Legal Centre – Victims of Crime](#CQCLCVictimsofCrime) in this directory

**Gladstone:**

The solicitor is available for face to face or phone appointments to provide quality legal advice and information to the public on a wide range of legal issues. Appointments essential.

See solicitor by appointment: maybe up to one week wait.

Contact: Gladstone Community Advisory Service, Gladstone Regional Council: Goondoon St. Ph.4976 6300

**Biloela**

The Banana Shire Emergency Accommodation and Support Centre Inc. – Community  Legal Service is a not for profit government funded organisation based in Biloela that provides free legal information, referral and community legal education to residents of the Banana Shire over a variety of civil, family and minor criminal law matters. They are available for face to face appointments throughout the Shire as well as telephone advice. There is no means test. Appointments are essential.

Contact: Shop 2; New World Arcade; 59 Kariboe St. 4992 3322

**QIFVLS: QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE**

QIFVLS is a Family Violence Prevention Legal Service funded by the Commonwealth Attorney General's Department to assist Aboriginal and/or Torres Strait Islander people who are victims of domestic and/or family violence and /or sexual assault. They provide free legal advice and representation as well as ongoing case management  for their clients. The teams at QIFVLS comprise of a Solicitor and Client Support Officer, who is Indigenous, to ensure that service is delivered in a culturally appropriate way.

They are also able to assist non-Indigenous clients in circumstances where the child involved in the proceedings is the person who is indigenous and/or the victim of the family violence and/or sexual assault.

QIFVLS provides legal advice and representation in the areas of:

* Child Protection
* Family and Domestic Violence
* Family Law
* Criminal Injuries and Compensation
* Sexual Assault
* Victim Support for example assisting in drafting submissions to the Parole Board;
* civil matters such as Social Security Appeals, Blue Card applications and QCAT appeals; and
* Victims Assist.

QIFVLS supports clients well beyond their legal needs through its service by having Client Support Officers who provide practical and welfare support, court support and advocacy.

QIFVLS also provides clients and the broader community with educational workshops and information sessions on:

* Sexual Assault Awareness
* Domestic and Family Violence Awareness
* Healthy and Unhealthy Relationships
* Legal and community information covering: Family violence, family law, child protection and victims assist.

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater.  Rockhampton Office also assists clients in Emerald with advice over the telephone. For more information or to access service please phone 4922 4557.

**PSYCHOLOGISTS – Regulation 7 Family Law Counsellors**

**Berserker Clinical Practice**

Regulation 7 Family Law Counsellors; Family Reports, Psychologists. Around two month wait time for Court Reports – ***book early.*** Ph: 4921 0510

**Swarbrick Consulting**

Regulation 7 Family Law Counsellors; Family Reports, Psychologist. May be wait for Court Report services. Around a week for personal clients. Ph 4922 2290

**Dr Phillippa Stunzner,** MAPS: APS College of Clinical Psychologists. APS College of Forensic Psychologists. 230 Canning Street: PO Box 4187, Rockhampton, Q. 4700. Ph: *0407226195 Fax: 07 49229319*
**Ancillary Support**

**ROCK****HAMPTON**

**ALCOHOL, DRUGS & GAMBLING SERVICES**

**AICRA**  **(Aboriginal and Islander Community Resource Agency)**

 Public Intoxication Program Provides a mix of prevention, training, community development, assessment, treatment and work with related services, specific to the public drunkenness needs within the Rockhampton indigenous community.

Contact Information : Shop 2, 6 East Street: ROCKHAMPTON 4700: Ph: 4921 2999: Fax: 4922 8631

**Al-Anon Family Groups**

Al Anon provides support to relatives and friends of alcoholics. We provide a supportive and strengthening program to enrich your life. Provides literature & ongoing support, experience, strength and hope. Anonymity is assured.

Contact Information: St Mary’s Church Hall: Nobb Street: ROCKHAMPTON 4700: Ph: 4921 2325/4922 1010

**Alcoholics Anonymous (AA)**

Fellowship of men and women who share their experience, strength and hope with each other

that they may solve their common problem and help others to recover from alcoholism.

Contact Information : ROCKHAMPTON: Ph: 4927 4416

**Alcohol & Other Drug Service (AODS)**

AODS work with clients to reduce the harm caused by alcohol, tobacco and other drugs to the individual and the community. Provide alcohol and drug services, counselling, assessments, information, training and education, methadone program, referral and support to detoxification programs.

Contact Information: Sterling Place, 156 Bolsover St,: ROCKHAMPTON 4700: Ph: 4920 5500: Fax: 4927 9126 ATODSRockhampton@health.qld.gov.au

**Central Qld Indigenous Development**

Assists Indigenous people and their families with referring to support services such as; early childhood, education, training, employment, financial management, housing, health and legal

requirements.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph 4920 000 Fax 4920 0010 enquiries@cqid.com.au. <http://cqid.com.au/>

**Gambling Help Service Relationships Australia**

For people who gamble and the friends and family members of people who gamble. Offer counselling related to gambling, relationships and financial plus community education.

Contact Information: Cnr. Berserker & High Streets : NORTH ROCKHAMPTON 4701: Ph: 4926 9377 Ph: 1800 222 050: generalenquiries@relateqld.com.au

**Gumbi Gumbi Aboriginal and Torres Strait Islander Corporation**

We offer support, individual counselling, group therapy, health and hygiene, and education programs to our clients to encourage clients to confront and resolve past issues such as loss of identity and grief and loss counselling to minimise the risk of alcohol, drug and other substance abuse and encourage a lifestyle that promotes a more social, emotional wellbeing for our clients.

Contact Information: 25 George Street: ROCKHAMPTON 4700: Ph: 4922 8355: Fax: 4927 9889 gumbi@pacific.net.au. <http://www.gumbigumbirockhampton.com/>

**Juwarki Kapu-Lug Aboriginal and Torres Strait Islander Corporation**

Head office for the organisation which provides drug and alcohol support services to the indigenous community in liaison with local law enforcement. Includes diversionary centre, cell watch/visitor service, prison liaison program, with education and training support (vocational and diversionary).

Contact Information: Quay Street: P O Box 1249: ROCKHAMPTON 4700: Ph: 4927 7508: Ph: 0418 985 849: Fax: 4927 7058: edward.juwarki@gmail.com. <http://juwarki.org.au/>

**Milbi Incorporated**

Indigenous agency providing hostel accommodation at Milbi Farm: the adult community justice program; and “Listen & Learn” young offender support service.

Contact Information: PO Box 1072 ROCKHAMPTON 4700: Ph: 4934 2828 (Hostel): Ph: 4927 0388 (Head Office): Fax: 4927 0399

**Yeppoon Alcoholics Anonymous Group**

Fellowship of men and women who share their experience. Meet at the Community Development Centre. Meets: Wednesday 7.30pm-9pm. Friday 7.30pm-9pm. Sunday 10am-12pm and 7.30pm – 9pm.

Contact Information: 78 John Street: YEPPOON 4703: Ph: 4939 1662 or 0410 032 664

**CHILD AND YOUTH SERVICES**

**AnglicareCQ : *Stronger Futures Programmes***

Foster and Kinship (Relatives) Care

Intensive Foster Care

Residential Care

Contact Information:164 Musgrave St North Rockhampton. Telephone: 4927 8200 Fax: 4927 7326. For information on other services available please see [AnglicareCQ](#AnglicareCQ) in this directory

**Anglicare CQ FACIT Fitzroy St:**

*Child Safety Program* for children 5 – 17 years, carers, parents and other family members; counseling and intervention as negotiated by Department of Communities

*Children and Young People* unborn -18 years and their families, in particular Aboriginal and Torres Strait Islander youth and those from CALD backgrounds to improve well-being and prevent entry or re-entry to the child protection system, parenting workshops; self-referral or other organizations; free confidential service

Contact Information: 1/14 Fitzroy St Rockhampton

Telephone: 4922 8648 Fax: 49220372

Email: FACITintake@anglicarecq.org.au

**Australian Red Cross – Referral for Active Intervention (RAI).** This program provides case management support to families with children aged unborn – 18 years in the Rockhampton area. Participation is voluntary. Case Managers build on each families own strengths focussing on the individual needs of each child, of the child within the family and the family within the community.

Contact Information: 1 Canning Street, ROCKHAMPTON 4700. Ph: 4922 2119. Fax: 4927 5420. Also see [Australian Red Cross PHAMS](#AustralianRedCrossPHAMS) and [Australian Red Cross Woorabinda](#AustralianRedCrossWoorabinda) in this Directory

**Child & Youth Mental Health Service**

Assessment and intervention for children and adolescents with severe or complex mental health issues and illness.

Contact Information : Quarry Street: ROCKHAMPTON 4700: Ph: 4920 5700:

**Children’s Contact Service**

Contact arrangements for children whose parents have separated including supervised visits and changeovers. See [Child Contact Service](#ChildContactService) in this Directory.

Contact Information : Cnr Berserker & High St’s: NORTH ROCKHAMPTON 4701: Ph: 4926 9377 Ph: 1300 364 277: generalenquiries@relateqld.com.au

**Child Safety (Department of Communities, Child Safety and Disability Services)**

Dedicated to protecting Queensland's children and young people, and ensuring they are safe from abuse.

Contact Information : Ground Floor, 36 East St: P O Box 108: ROCKHAMPTON 4700: Ph: 4938 6844 also Ph: 1800 177 135

**Darumbal Community Youth Services**

Darumbal Community Youth Services Inc is a not-for-profit organisation providing a broad range of youth and family services in Rockhampton and across Central Queensland.

## Contact Information: Darumbal Office - 79b Bolsover Street: PO Box 5851,Red Hill Mail Centre, Rockhampton QLD 4702. Office Phone: 07 4922 6180Budaroo House: 07 4927 5715 VSM Outreach: 0400 716019

For more details on services provided see [Darumbal Community Youth Services](#DarumbalCommunityYouthServices) in this Directory and see <http://www.darumbal.org.au/>

**Girls Time Out**

Support services for young women aged 12 to 25 years. All activities are free, and transport can be provided subject to notice and availability.

Contact Information: 137 Musgrave Street: ROCKHAMPTON 4700: Ph: 4922 7236: Ph: 4922 7509

**Helem Yumba Central Queensland**

Healing Centre: Works with Indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services.

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave Street: NORTH ROCKHAMPTON 4701: Ph: 4921 1744: admin@cqhealing.com.au

**Roseberry Community Services Limited**

Roseberry Community Services is a community based organisation providing a variety of services to meet the identified needs of young people and families who are experiencing difficulties as well as accommodation services.

*Jack’s House* Rockhampton provides short term accommodation and support for young people who are homeless and in crisis. Our staff work to enhance the dignity, self-esteem and independence of young people (aged between 16 and 19 years), whilst recognising the importance of families.

Contact Information:*Jack’s House:* 122 Kent Street Rockhampton

Tel: 49222 453; Fax: 49222 054; email: jackshouse@roseberry.org.au

Our *Transition to Independent Living (TIL)* Workers provide support and intensive case management to young people aged 16 to 25 years who are homeless or at risk of homelessness and can demonstrate some level of independence. They also provide practical and emotional support to young people living independently in the community.

Contact Information:*Rockhampton TIL Service :* 4/83 West Street Rockhampton

Tel: 49237 700; Fax: 49273086; email: lyn.anderson@roseberry.org.au

**Wahroonga Counselling Centre**

*Adolescent Program* for young people aged 13 - 24 years providing free confidential support to young people experiencing significant emotional or psychological difficulties. Referral via school, self parents or organisations.

*Child Protection Program* provides intensive therapeutic support for ages 5 - 18 years who have experienced complex trauma. Referrals must come via the Department of Communities, Child Safety Services.

Contact Information: 114 Fitzroy Street: ROCKHAMPTON 4700: P O Box 8138: ALLENSTOWN 4700 Ph: 4922 5226: Fax: 4922 5277: wahroonga@qb.com.au

**CLINICAL SOCIAL WORKER**

**Margie Newton** Ph 0412 951 153

**DOMESTIC VIOLENCE SUPPORT**

**Anglicare CQ FACIT –** Fitzroy St

*Domestic & Family Violence DFV Prevention & Support Programme* **-**  crisis responses/counseling prioritizing safety needs, home visits, prevention and early intervention; people who experience, are at risk of, or affected by DFV in relationships as defined by DFV Protection Act 1989 and 2012 – intimate personal/spousal, family and informal care relationships, funded by Dept of Communities; self referrals and referrals from government and NGO’s.

Contact Information: 1/14 Fitzroy St Rockhampton

Telephone: 4922 8648 Fax: 49220372 Email: FACITintake@anglicarecq.org.au

**Central Queensland Community Legal Centre – Victims of Crime**

This service provides support for the victims of crime, and their families who have been directly or indirectly affected by the crime by offering:

1. Free assistance with Victims Assist Financial Applications
2. Personal service
3. Crisis response
4. Individual advocacy
5. Community education
6. Professional education
7. Court support

*By appointment – Monday to Friday – 9am to 4pm*

Contact Information: Phone: (07) 4921 0368: Post**:** Po Box 1393, ROCKHAMPTON QLD 4700: Email – Maudie cqclc.voc@bigpond.com

Email – Ros cqlc.voc1@bigpond.com:**|** Web:   [www.cqclc.org.au](http://www.cqclc.org.au)

**Domestic and Family Violence Court Assistance Service (DFVCAS)**

-              Located at the Rockhampton Court House: available MON TUES FRI 8:30am -3:00pm

WED THU 8:30am – 4:30 pm

-              Located at Womens Health: available TUE WED 10am – 3:30pm

Appointments encouraged but not essential

-              Located at Yeppoon Court House: Thursdays – by appointment only

 This program does not provide legal advice however it does provide: assistance with applications for protection orders; and provides court support throughout the process of getting an order.

Contact Information:

Ph: 4927 0302 – Rockhampton Court House Office

Ph: 4927 9768 – Rockhampton Women’s Health Centre Office.

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**Helem Yumba Central Queensland Healing Centre:**

Works with indigenous families to address issues of family and domestic violence. Provides counselling and support to families and individuals experiencing or at risk of domestic and family violence; group therapy, workshops and legal services.

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave St: NORTH ROCKHAMPTON 4701: Ph: 4921 1744: admin@cqhealing.com.au

**Rockhampton Women’s Shelter**

Emergency accommodation for women and their families escaping domestic violence. Ph 4926 5603

**Victim Assist Queensland, Department of Justice and Attorney-General (VAQ)**

Financial assistance scheme to help victims of violent crimes get their lives back on track.  This scheme which started on 1 Dec 2009 replaces the old 'criminal compensation' scheme and is available to victims who report the crime to the police (no longer need a conviction) and obtain a prescribed medical certificate to confirm injuries (physical or psychological).  Victim categories include: \*Primary victim \*Related victim (where violence results in death) \*Parent secondary victim & \*Witness secondary victim.  Financial assistance can cover expenses such as: medical, dental, counselling, loss of earnings, funeral expenses, other reasonable costs related to recovery and recognition payments.

The local Victim Coordination Officer can also assist with form filling, writing Victim Impact Statements for the court and providing practical court support when victims are required to give evidence.

For general information on VAQ email victimslinkup@justice.qld.gov.au phone 1300 546 587 or. For face to face assistance with form filling, victim impact statement assistance and practical court support contact the local Victim Coordination Officer on 49 386 518 or visit the Rockhampton Chilcourthouse.

**EMERGENCY ACCOMMODATION**

**AnglicareCQ: *Housing and Support Programmes***

Winna-Burra Service

Family Support Services

Offender Reintegration Support

Emergency Relief

Anglicare Housing

Contact Information:164 Musgrave St North Rockhampton Ph: 4927 8200 Fax: 4927 7326. For information on other services please see [AnglicareCQ](#AnglicareCQ) in this directory.

**Capricornia Training Company**

Youth Housing and Reintegration Service (YHARS) – The purpose of YHARS is to help reduce homelessness through the provision of support and brokerage for young people aged 12-21 who are homeless or at risk of becoming homeless by providing case management support and access to a range of accommodation options.

YHARS After Care Service – provides brokerage, and where it is required, case management support, to young people aged 17-21 years who are homeless or at risk of homelessness and are leaving, or have recently left the care of the Department of Communities.

Contact Information: Located at 38 Armstrong Street, North Rockhampton. PO Box 1252 Rockhampton 4700 Ph: 4922 2008 Email: yhars@ctcltd.com.au

**Ozcare (Ozanam House) Homeless Men’s Hostel**

Ozcare Men’s Hostels are staffed 24 hours a day and provide short term crisis accommodation, support and meals to men aged 18 years and over.

Contact Information: 233 Alma Street: P O Box 81: ROCKHAMPTON 4700: Ph: 4937 4280 Fax: 4922 8637

**Ozcare Homestay Service**

The purpose of this service is to provide early intervention support to people at risk of homelessness, in order to maintain their tenancies. The service provides support to clients to avoid issues that may result in homelessness.

Contact Information.  Ozcare 87 Alma St Rockhampton Phone : 49374200

**Rockhampton Women’s Shelter**

Emergency accommodation for women and their families escaping domestic violence. Ph 4926 5603

**Roseberry Community Services Limited.**

Roseberry Community Services is a community based organisation providing a variety of services to meet the identified needs of young people and families who are experiencing difficulties as well as accommodation services.

*Jack’s House* Rockhampton provides short term accommodation and support for young people who are homeless and in crisis. Our staff work to enhance the dignity, self-esteem and independence of young people (aged between 16 and 19 years), whilst recognising the importance of families.

Contact Information:*Jack’s House*

122 Kent Street Rockhampton

Tel: 49222 453; Fax: 49222 054; email: jackshouse@roseberry.org.auimited

Also see [Roseberry Community Services Limited](#RoseberryCommunityServicesLimited) in this Directory

**FAMILY SUPPORT SERVICES**

**Anglicare CQ**

*Family and Community Intervention Team (FACIT)*

*Family Support Programmes* individual and family counseling, parenting education

*Individual Support Programme:* provides free case management, counseling and support to vulnerable individuals experiencing personal, social, financial, emotional difficulties, support groups and parenting workshops. FACIT accepts self-referrals and referrals from community services, government and non-government agencies

Contact Information: 1/14 Fitzroy St Rockhampton

Telephone: 4922 8648 Fax: 49220372

Email: FACITintake@anglicarecq.org.au

 *Housing and Support Programmes\**

 Winna-Burra Service

 Family Support Services

 Offender Reintegration Support

 Emergency Relief

 Anglicare Housing

 National Rental Affordability Scheme

*.Stronger Futures Programmes\**

 Foster and Kinship (Relatives) Care

 Intensive Foster Care

 Residential Care

**\***Contact Information:164 Musgrave St North Rockhampton

Telephone: 4927 8200 Fax: 4927 7326

**Australian Red Cross – Referral for Active Intervention (RAI).** This program provides case management support to families with children aged unborn – 18 years in the Rockhampton area. Participation is voluntary. Case Managers build on each families own strengths focussing on the individual needs of each child, of the child within the family and the family within the community.

Contact Information: 4 Aquatic Place, ROCKHAMPTON 4700. Ph: 4922 2119. Fax: 4927 5420. Also see [Australian Red Cross Woorabinda](#AustralianRedCrossWoorabinda) and [Australian Red Cross PHAMS](#AustralianRedCrossPHAMS) in this Directory

**Capricorn Citizen Advocacy.** Capricorn Citizen Advocacy is a not for profit, community based organisation located in Rockhampton and governed by a Management Committee.

Capricorn Citizen Advocacy was established in 1999 to implement a disability advocacy program in the local areas which are now governed by Rockhampton Regional Council and Livingstone Shire Council. These areas currently have a total population of approximately 110,000.

Capricorn Citizen Advocacy works within the Citizen Advocacy framework; a model of disability advocacy based upon Wolfensberger's theory of *Social Role Valorisation*. Citizen Advocacy is a community based movement which seeks to recognise, promote and protect the welfare and interests of people who have disabilities.

CCA facilitates supportive relationships between everyday members of the community (citizen advocates) and people with disabilities (protégés) who are vulnerable or at risk, and who have unmet needs. It provides a practical way in which citizens, ordinary members of the community, can make a positive difference.

Funding for the program activities and two staff employed by Capricorn Citizen Advocacy is provided by the Queensland Department of Communities, Child Safety and Disability Services.

Contact Information: Capricorn Citizen Advocacy, Shop 3 / 118 George Street

PO Box 1175; Rockhampton Q 4700. P: 07 4922 0299 F: 07 4922 0288

 M: 0409 220 072. *O*ffice: office@capricornca.org.au

*Website:* [*http://www.capricorncitizenadvocacy.org.au/*](http://www.capricorncitizenadvocacy.org.au/)

**Capricorn Coast Community Health Services**

Mental health and counselling, podiatry, indigenous services, drug and alcohol services, disability services, diabetes and nutrition, community nursing, child and youth health services, aged care, stroke and optical services.

Contact Information: Yeppoon Hospital, Yeppoon Road: YEPPOON 4703: Ph: 4939 1469: Fax: 4939 5126

**Centacare Rockhampton**

Provide counselling for families, individuals, couples, children, youth, and carers, aged or frail and drought-affected communities. Some services are free and include special needs such as sign language and hearing impaired in addition to education and personal development assistance. Also see [Family Relationship Centre](#FamilyRelationshipService) in this Directory.

Contact Information: 10 Bolsover Street: ROCKHAMPTON 4700: Ph: 4927 1700

Fax: 4927 9209: centacarerocky@irock.com.au : [www.centacare.net](http://www.centacare.net)

***Centacare- Community Education***

Centacare offers a range of Community Educational programs on a regular basis in order to support individuals and families with everyday issues. Centacare’s psycho-educational parenting programs include:

|  |  |  |
| --- | --- | --- |
| **123 Magic & Emotion Coaching** | 3 Sessions | 2 hours |
| **Building Children’s Self Esteem**  | 1 Session | 2 hour |
| **Buoyant Parenting** | 5 Sessions | 2 hours |

Centacare currently offers Live Life Today, a series of psycho-educational workshops for Women to assist them to be the best person they can be, workshops details below.

|  |  |  |
| --- | --- | --- |
| **Strengthening Awareness** | 5 hour session | 9:30am-2:30pm |
| **Ambition to Meaning** | 5 hour session | 9:30am-2:30pm |
| **Change your Thoughts, Change your Life** | 5 hour session | 9:30am-2:30pm |

To register for any of the above programs, phone 1300 523 985, please note no one is refused a service based on inability to pay, please request to speak with the facilitator.

**CQ Indigenous Development Ltd**

Assists Indigenous people and their families with referring to support services such as; early childhood, education, training, employment, financial management, housing, health and legal requirements.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph 4920 000 Fax 4920 0010 enquiries@cqid.com.au. <http://cqid.com.au/>

**CQ Dispute Resolution Centre**

Established by the Queensland Government as a free, confidential and impartial mediation service to the community, the Dispute Resolution Centre provides an alternative way of settling disputes without going to court. Mediation services are available to everyone in the community for a wide range of disputes.

Contact Information: Courts Precinct: 46 East Street: PO Box 542:

ROCKHAMPTON 4700. Ph: 4938 4249: drc.central@justice.qld.gov.au

**Department of Human Services**
The Department of Human Services is responsible for the development of service delivery policy and provides access to social, health and other payments and services including Medicare, Centrelink, Child Support, CRS Australia and Australian Hearing.

*Centrelink*

Centrelink delivers a range of payments and services which can be accessed face-to-face through Customer Service Centres, Agents  and Access points, via the phone and Internet.  Information is also available in a number of languages, with access to free interpreters  for Centrelink business. Forms and Information sheets are available online.

Contact Information : 190 - 194 Musgrave St: P O Box 53: ROCKHAMPTON 4700

Ph: 132 717 (disability): Ph: 132 316 (drought): Ph: 132 850 (family): Ph: 136 380 (Indigenous)

Website:  [www.humanservices.gov.au/dhs/centrelink](http://www.humanservices.gov.au/dhs/centrelink)

*Child Support*

Child Support can help you with your child support choices, which are designed to work for both parents and non-parent carers (for example, grandparents, legal guardians or other family members) while maintaining the welfare and best interest of the children involved. We can also help with support services to assist with other aspects of separation.

Contact Information:  Ph: 131 272. Websites:

Child Support: [www.humanservices.gov.au/childsupport](http://www.humanservices.gov.au/childsupport)

Separated Parents: [www.humanservices.gov.au/themes/child-support-and-separated-parents](http://www.humanservices.gov.au/themes/child-support-and-separated-parents)

\*Please note customers that present at the Rockhampton Department of Human Services Service Centre located at Musgrave Street will be directed to a self-service terminal or advised to contact Child Support via phone.

**Family Relationship Centre**

Provide information about family relationships, new relationships, relationship difficulties or dealing with separation. Also refer families to other services for assistance with a wide range of family issues. Advice and dispute resolution, conflict resolution, and development of workable arrangements for children without going to court.

Contact Information: Ground Floor (own entrance): Commonwealth Building: 36 East Street. (P O Box 1590): ROCKHAMPTON 4700: Ph: 4927 1210:

**Helem Yumba**

The Central Queensland Healing Centre works with indigenous families to address issues of family and domestic violence.

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave Street: NORTH ROCKHAMPTON 4701: Ph: 49211744: admin@cqhealing.com.au

**Our Children Australia**

 **(**[**www.ourchildren.com.au**](http://www.ourchildren.com.au)**)** an online communication portal for separated parents; a place for parents to communicate and store information regarding their children.  We provide parents with access to their own online communication book 24/7.  A fee for this service applies to each parent – please check the website for the current rates.

**Solving the Jigsaw**

Solving the Jigsaw is an award-winning prevention & early-intervention  program that works with students, teachers and parents to change a culture of violence into a
culture of wellbeing. PH. 0407 694 429

**The Smith Family - Communities for Children**

Communities for Children deliver positive and sustainable outcomes for children and families. The primary focus is children 0 – 12 years.

C4C Activities aim to promote children and family wellbeing in our communities.

***Our Vision:***

“Children and families in Rockhampton, Gracemere, Mount Morgan and Yeppoon flourish, as the community rallies to empower them through strengthened service access; achieved through enhancement of innovative practice that will improve their life chances and reduce risk of long term disadvantage.”

Our role within The Smith Family as Facilitating Partner is to foster ‘whole of community’, place-based ‘responses that enhance child well-being through stronger and more sustainable families and communities.

Communities for Children, in partnership with our Community Partners offer the following suit of activities:

***Big Cook Little Cook***

This activity provides a fun, safe and interactive environment for children and families to explore and prepare nutritious, cheap and tasty meals. Recipes and interactive cooking games will inspire families while they enjoy cooking, eating and learning together. The nine week course is facilitated by a Support Worker, with additional access to expertise and information about children’s health, nutrition and development from relevant professionals as well as warm referrals to other support. Big Cook Little Cook operates in Rockhampton, Gracemere, Mount Morgan and Yeppoon.

*Activity delivered by****:*** The Salvation Army - contact Jenny Wayman on 07 4923 5600

 ***Protection Thru Play***

Protection Thru Play is a supported play model, offered in safe community spaces. It provides parents, carers and children with supported interaction and play opportunities, parental peer support and transition to school experiences, whilst enabling holistic work for the whole family through soft entry referral points. Protection Thru Play is a weekly program with ongoing recruitment and referral taking place throughout the year. Protection Thru Play operates in Rockhampton, Yeppoon, Gracemere, Mount Morgan and Kabra.

*Activity delivered by:*Family Planning Queensland – contact Megan Wayland on 07 4921 3655

***Children’s Festivals***

Two exciting festivals will be taking place, one in 2013 and one in 2014. These dynamic, fun and safe festivals will give vulnerable and disadvantaged families the opportunity to develop and bond through literacy practices and creative expression. Workshops held before and after the festival will be held in community spaces which will help participants to access these resources and facilities on an ongoing basis.

*Activity delivered by:*Central Queensland University – Gillian Busch on 07 4923 2772

***Step Into Parenting***

Step Into Parenting (SIP) focuses on 16-19 year old mums and dads. The project offers advocacy and the opportunity to grow through acquiring knowledge in a friendly, safe and supportive environment. Informative workshops to further develop participants’ skills and knowledge are provided on diverse topics such as effective parenting, nutrition and financial planning.

*Activity delivered by:* Girls’ Time Out Young Women’s Service – contact Kris Gollogy on 07 4922 7236

***Mount Morgan United***

Mount Morgan United is a community learning project designed to harness and develop the capacity of all those with an influence on children’s lives to come together for children in Mount Morgan.

*Activity delivered by:*Family Planning Queensland - contact Rebecca Stewart on 07 4921 3655

***Wellness and Wellbeing***

Wellness and Wellbeing will focus on early intervention and prevention through the development of holistic approaches to address the complex nature of family violence, trans generational abuse and neglect impacting on local Aboriginal and Torres Strait Islander children. This will consist of Child expression for children aged 5 to 12 years through engagement in:

* Traditional Indigenous cultures – Dreamtime Cultural Centre;
* Articulation through narrative and art – sessions with FPQ facilitators, Indigenous Author and Indigenous Artist
* Family Communication Building –hosting two (2) weekend retreats for 16 local Indigenous families
* Professional development opportunity and Conference for Indigenous Support Workers

*Activity delivered by:* Family Planning Queensland - contact Megan Wyland on 07 4921 3655

***Community Activity Fund***

The Community Activity Fund provides small grants (up to $2000) that help community organisations to support vulnerable and disadvantaged children to succeed in education.

*Activity delivered by:*Communities for Children– contact Shelley Truscott on 07 4921 0036

***Community of Practice***

The Community of Practice helps to empower the rapidly changing family support sector in the Rockhampton LGA to deliver a holistic service for vulnerable and disadvantaged families and children.

*Activity delivered by:*Angela Richardson, Principal Consultant – 07 4927 7288

***Tackle 6 Indigenous Football***

Darumbal Community Youth Service Incorporated will deliver the Tackle 6 football program for primary aged school children with 20 participants across the Rockhampton LGA. This will allow children, parents and teachers to come together to discuss life strategies using football as a fun tool, helping to ensure success of our children in the community.

*Activity delivered by:* Darumbal Community Youth Services on 07 4922 6180

***Big Brothers Big Sisters***

Providing vulnerable children aged 7-12 years with support, guidance and friendship. Our young people are matched with carefully recruited, screened and trained volunteer mentors, who are dedicated and caring individuals. Our program is based on the simplicity and power of friendship, Parent Workshops and inclusion.

*Activity delivered by:* Big Brothers and Big Sisters on 3857 5271 or register with the Building Australia’s Future Workforce officer on 4921 0092

***Super Jobs for Super Kids:*** School 2 Jobs Alliance and Communities for Children will provide career aspirations and foster activities for children (from prep to year 7) and their families; helping children build skills for life and learning. Activities will be based around the classroom curriculum and delivered at schools through real life/real time activities, aspiring children to stay at school and achieve their potential. For more information, please contact Schools 2 Jobs Alliance on 4927 8233

***Building Australia’s Future Workforce***

As a Building Australia’s Future Workforce initiative, C4C aims to strengthen parents’ and carers’ capacity to engage in education, training and paid work in the future. The activities being delivered offer support to participants in the ‘Helping Young Parents’ and the ‘Supporting Jobless Families’ Initiative. Early intervention activities are able to support parents and carers directly referred by the Department of Human Services

Contact Rebecca Smith on 0749210092

***Healthy Dwellings***

Bidgerdii Health and Community Services will be delivering a pilot project for 8 identified indigenous kinship families using traditional practices to support these families and help them re-connect with the land and their culture. Elders will support young parents through story telling, traditional song and dance and weaving.

*Activity conducted by*: Bidgerdii Health Services on 4930 4600

***Communities for Children Committee***

The Communities for Children Reference Committee (CCC) is made up of over forty different organizations representing a diverse range of stakeholders. The CCC set the vision, strategies and determined priorities for C4C and continues to play a vital role as a reference group to the project.

For further information or to find out when activities are taking place, please contact:

Communities for Children, Rockhampton :

Shelly Truscott, Community Development Worker: email shelley.truscott@thesmithfamily.com.au or call 07 4921 0036

Rebecca Smith, Building Australia’s Future Workforce Project Officer – rebecca.smith@thesmithfamily.com.au or call 07 4921 0092

**Dads on the Inside**

This program is being delivered to fathers who are incarcerated at the Capricorn Correctional Centre or are on parole within the Rockhampton LGA, it seeks to engage with their families and supporting services.  This program incorporates both knowledge and skill development for fathers and their families, while addressing grief and loss and promoting already existing strengths. There is a focus on building the relationships within and between families and services towards a truly integrated community solution. The foundations of the program are built on evidence-based practice while incorporating an ongoing evaluation process in order to support future program development.

Helum Yumba 10/99 Musgrave Street: North Rockhampton 4701: Ph: 4921 1744:  admin@cqhealing.com.au

**Unitingcare Community**

Counselling and client support relating to trauma, relationship problems, mental health, addiction issues, grief and loss, illness, finance-specific, rural-specific and disaster recovery. Also provide training facilitation regarding self and staff development, mental health first aid, suicide intervention, disaster recovery, phone counselling, financial counseling, psychological first aid, and training and

assessment.

Contact Information : 229 Musgrave St: ROCKHAMPTON 4700: Ph: 4930 7300: rockhamtpon@uccare.org.au Ph: 13 11 14: 24 Hour Crisis Counselling

**FINANCIAL COUNSELLING**

**Financial Counselling Relationships Australia**

***Free Service*** Ph 4926 9726

**Financial Counselling Unitingcare Community**

***Free National Service***: Financial First Aid Ph. 1800 007 007 Monday –Friday.

**GOVERNMENT SERVICES**

**Child Safety (Department of Communities, Child Safety and Disability Services)**

Dedicated to protecting Queensland's children and young people, and ensuring they are safe from abuse.

Contact Information : Ground Floor, 36 East St: P O Box 108: ROCKHAMPTON 4700: Ph: 4938 6844 also Ph: 1800 177 135

**Department of Human Services**
The Department of Human Services is responsible for the development of service delivery policy and provides access to social, health and other payments and services including Medicare, Centrelink, Child Support, CRS Australia and Australian Hearing.

Contact Information : 190 - 194 Musgrave St: P O Box 53: ROCKHAMPTON 4700

Ph: 132 717 (disability): Ph: 132 316 (drought): Ph: 132 850 (family): Ph: 136 380 (Indigenous) Website:  <http://www.humanservices.gov.au/>

To see more information in this Directory please click on [Centrelink](#Centrelink) and [Child Support](#ChildSupport)

\*Please note customers that present at the Rockhampton Department of Human Services Service Centre located at Musgrave Street will be directed to a self-service terminal or advised to contact Child Support via phone.

**Family Court of Australia**

Family Law Court and Federal Magistrates Court

Contact Information: 1300 352 000

**LEGAL PRIVATE: Network members**

**Cam Schroeder Lawyers.** Shop 6 Tidewater Crt, 7 Normanby St. Yeppoon.Cam Schroeder. Ph 4925 0229

**Colin Fleming & Company Solicitors.** Colin Fleming. Anne Knight. QTV House 1 Aquatic Place, North Rockhampton. Ph: 4923 5400  Central Queensland’s first Collaborative Law firm.

**Duffield and Associates: Solicitors.** Level 1/212 Quay St. Family Law and Divorce. Peter Duffield. Gemma Smith. Ph. 4994 0725 [www.duffieldsolicitors.com.au](http://www.duffieldsolicitors.com.au)

**Everyday Lawyers.** 67 East Street. Areas of law: family, general civil, employment, wills and estates, immigration, conveyancing, traffic matters. Amy Vonhof. Mitch Jamieson. PO Box 258 Rockhampton 4700. Ph: 1300 655 215 or 4921 2424: Email: admin@everydaylawyers.com.au

**Gerald T Byrne Barrister at Law.** Mediation; Relationship; Counseling and any Family Law matters. Gerald Byrne. Ph 4921 0010

**Grant and Simpson Lawyers & Notary.** Ross McLellan. Katherine Lord.226 Quay St. Family Law Ph 4999 2000 [www.grantsimpson.com.au](http://www.grantsimpson.com.au)

**Joanne Madden Solicitors.** 176 Berserker St. Rockhampton & 54 James St. Family Law. Joanne Madden Yeppoon. 54 James St. Yeppoon. Family Law. Divorce. Joanne Madden. Ph. Rhptn: 4928 1066 Yppn: 4939 8955.

**Jordon Ahlstrand. Barrister.** 42-48 East St. Jordon Ahlstrand. Ph. 4927 2272

**Maree Willey Barrister.** 1/67 East St. Maree Willey Ph. 4922 3200

**Michael Stockall Solicitor** 34 East St Michael Stockall. Ph 4927 9522

**Rees R and Sydney Jones Solicitors** Level 1, 55 Denham St. Paula Phelan Family Law Solicitor. Ph 4927 6333. [www.reesjones.com.au](http://www.reesjones.com.au)

**Tom Polley Barrister.** 10/67 East St. Tom Polley 4922 2266.

**Therese Ryan Barrister:** Family Law. Nationally Accredited Mediator, Rockhampton Chambers, Level 1, 130 East St. Ph 07 49214334 | Fax 0749214334   |Mobile 0408 925 420 | Email:-tryan34@live.com.au

**MENTAL HEALTH SUPPORT**

**Australian Red Cross – Personal Helpers and Mentors Program (PHAMS).** The Personal Helpers and Mentors program (PHaMs) assists people living with a mental illness. PHaMs supports people to develop skills, build confidence, access services and participate in the community. Ph 4922 0020. Also see [Australian Red Cross RAI](#AustralianRedCrossRAI) and [Australian Red Cross Woorabinda](#AustralianRedCrossWoorabinda) in this Directory.

**Capricorn Coast Community Health Services**

Mental health and counselling, podiatry, indigenous services, drug and alcohol services, disability services, diabetes and nutrition, community nursing, child and youth health services, aged care, stroke and optical services.

Contact Information: Yeppoon Hospital, Yeppoon Road: YEPPOON 4703: Ph: 4939 1469: Fax: 4939 5126

**CQ Medicare Local**

The ATAPS Program provides free access to Focused Psychological Strategies under the General ATAPS Program, the Perinatal Depression Program, the Extreme Climatic Events Program, and the Suicide Prevention Service. For details on eligibility criteria and referral process please contact the ATAPS Coordinator. PH   4921 7777: Fax   4927 2977: email: admin@capdivgp.com

**Grow Recovery Groups**

Grow is a mutual, mental health support program that has been developed directly from the experience of people who have recovered and are recovering from mental illness and other life difficulties.  Some of the problems Grow has helped people to manage are depression, anxiety, relationship breakdown, isolation, grief, compulsions and diagnosed mental illnesses. People using the program over time describe a more connected, resilient, meaningful and happier life.

A Grow group meets *every Thursday at 6.30pm in St Luke’s Hall, Rundle St in Wandall.* Other groups may be formed where there is sufficient interest. Call 0408 577 403 for any further information or see website. <http://www.grow.net.au/> . *Carers and service providers are welcome to attend a meeting as a community visitor.*

**Personal Helpers and Mentors Program (PHAMS) Gladstone** 4977 8111

**Rockhampton Mental Health Services**

Rockhampton Mental Health Services offer a free and confidential service specialising in the treatment of individuals who have or are at risk of developing moderate to severe mental illness. A team of mental health professionals offers medical and psychiatric assessment of existing or possible mental health problems, design and implementation of therapy, case management, counselling crisis intervention, and community liaison and education. The full range of mental health problems is catered for including severe emotional disturbance, anxiety disorders, depression, eating disorders and psychotic illnesses. For after hours treatment of an acute mental illness episode or psychiatric crisis contact the Emergency Department of the nearest Hospital.

Contact Information: Phone: 4920-6100. Fax: 4921-1500: Quarry Street,

Rockhampton QLD 4700

**MULTICULTURAL**

**Access Community Services Ltd (ACSL)**

Access Community Services Ltd (ACSL) is Australia’s leader and specialist in Settlement, Employment and Training Support services to migrants and refugees in Queensland. ACSL is a community based, not for profit organization and is committed to fostering community development, settlement and employment initiatives and to providing personal support programs to address the needs of these disadvantage community groups. ACSL further commit to creating coherence through the development of needs based services and the establishment of collaborative services with relevant service providers.  ACSL has an office in Rockhampton for the Central Queensland Region.

Contact Details: 4/199 Musgrave Street, Rockhampton, Qld. 4701. Phone: 0423 728 280

**Community Multicultural Organisations.**

Following is a list of Rockhampton based community organizations connected with specific cultural backgrounds.

|  |  |  |
| --- | --- | --- |
| ***Organisation*** | ***Phone Number*** | ***Contact*** |
|  |  |  |
| Australian South Sea Islander United Council |  4934 8230 | 61 Emu Park Road |
|  |  |  |
| Bangladeshi Community | 4936 1612 - Neeta |  |
|  |  |  |
| Capricorn Coast Multicultural Group | 4939 5875 - Ingo and Nini Sielaff |  |
|  |  |  |
| Capricornia Phillipine Australian | 4939 5875 |  |
|  |  |  |
| Central Queensland German-Australian Club | 4928 0959 |  |
|  |  |  |
| Rockhampton Chinese Association & Temple Society | 0402 316 697 - Dorethy Khoo | rtonchineseassoc@gmail.com |
|  |  |  |
| Vietnamese Community In Rockhampton | 0470 380 321 - Mr Chung Nguyen  | rockyvietnamesecommunity@yahoo.com.au |
|  | 0432 176 945 - Mr Duc Huynh |  |

**Rockhampton Regional Council – Multicultural Officer** Ph 4936 8569

**Multicultural Development Association (MDA)**

Multicultural Development Association (MDA) is a major settlement agency in Queensland and supports refugees, asylum seekers and the wider multicultural community.  This is done  through various strategies including case management, community engagement and advocacy.  MDA has an office in Rockhampton and outreaches to other areas in the Central Queensland region.  The work of MDA focuses on building the confidence and capacity of new arrivals to participate in Australian society.

Contact Information:: 46 Denham Street, Rockhampton, Q. 4700 : Ph: (07) 4921 2222, Fax: (07) 3337 5444

**Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)**

QPASTT aims to provide a range of flexible and culturally sensitive services to people who have been tortured or who have suffered refugee related trauma prior to migrating to Australia. We provide services which address a range of physical, psychological and social needs of our clients.

Services provided include:

* Individual counselling for adults, young people and children
* Family counselling
* Advocacy and support services
* Natural therapies
* Referral to a wide range of professionals including medical practitioners, complementary health therapists and settlement services
* Group programs
* Community development and consultation

Adults, children, young people, couples, families and groups may be self-referred or referred by someone else to QPASTT. The referring person must obtain permission and parental consent is required for people under 18 years. If a child (up to 12 years old) is being referred, the parent or guardian will be asked to participate in an initial intake meeting. All referrals are coordinated through the QPASTT central office. This includes services in rural and regional areas (including Rockhampton). Referral forms are available from the website [www.qpastt.org.au](http://www.qpastt.org.au)

Contact Information: Doug Gambling, Counsellor/Advocate: Regional Services with Queensland Programme of Assistance to Survivors of Torture and Trauma (QPASTT). Mobile: 0409 574 925.douglasgambling@qpastt.org.au

Rockhampton Office Ph: 4937 6257: Fax 4927 9209. . (c/- Centacare): 10 Bolsover Street, Rockhampton QLD 4700 |PO Box 2150, Wandal QLD 4700

Central Office:Ph. 33916677: Fax 3391 6388: admin@qpastt.org.au . Brisbane Multicultural Centre; 28 Dibley Street, Woolloongabba, Brisbane, QLD 4102

[www.qpastt.org.au](http://www.qpastt.org.au)

**MURRI SUPPORT**

**AICRA**  **(Aboriginal and Islander Community Resource Agency)**

 Public Intoxication Program Provides a mix of prevention, training, community development, assessment, treatment and work with related services, specific to the public drunkenness needs within the Rockhampton indigenous community.

Contact Information : Shop 2, 6 East Street: ROCKHAMPTON 4700: Ph: 4921 2999: Fax: 4922 8631

**Aboriginal and Torres Strait Islander Legal Service (ATSILS)** Ph 4927 5711

**Bidgerdii Indigenous Community Health Service**

Bidgerdii provide comprehensive primary health and well-being services to the Aboriginal and Torres Strait Islander community in the Rockhampton and surrounding regions. Bidgerdii advocate for, and involve, the Aboriginal and Torres Strait islander community in primary health and well-being care. Bidgerdii collaborate with health and well-being partner agencies to enable integrated continuity of care for the community, and continue to work to contribute to Aboriginal and Torres Strait Islander health policy and program reform in Queensland.

Services provided include:

* Social and Emotional Wellbeing Program
* Medical Clinic
* Chronic Disease Unit
* Maternal Child and Welfare Unit (Mums and Bubs)
* Services and Home Visits
* Transportation

Two locations:

* 162 Bolsover Street, Rockhampton, 4930 4600
* Shop 3, 287-289 Richardson Road, Nth Rockhampton.4999 000

<http://www.bidgerdii.com.au/>

**CQ Indigenous Development Ltd**

Assists Indigenous people and their families with referring to support services such as; early childhood, education, training, employment, financial management, housing, health and legal requirements.

Contact Information: CQID, Community Enterprise and Inclusion Centre, Building 26, Darumbal Road, Central Queensland University. Ph 4920 000 Fax 4920 0010 enquiries@cqid.com.au. <http://cqid.com.au/>

**Darumbal Community Youth Services**

Darumbal Community Youth Services Inc is a not-for-profit organisation providing a broad range of youth and family services in Rockhampton and across Central Queensland. It manages a number of programs aimed at providing assistance and support to young people and their families.  We have a variety of current programs as well as information on completed programs and the outcomes that have been achieved for young people in the community.

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[Budaroo House Youth Shelter](http://www.darumbal.org.au/programs-3/budaroo-house/)

[Youth Support Coordinator Initiative](http://www.darumbal.org.au/programs-3/ysc/)

[Eaglehawk Family Support Program](http://www.darumbal.org.au/programs-3/eaglehawk/)

[Volatile Substance Misuse Program](http://www.darumbal.org.au/programs-3/vsm/)

[Parent and Community Engagement Program](http://www.darumbal.org.au/programs-3/pace/)

[Learning Earning Active Places (LEAP)](http://www.darumbal.org.au/programs-3/learning-earning-active-places-initiative-leap/)

[Youth At Risk Initiative](http://www.darumbal.org.au/programs-3/youth-at-risk-initiative-yari/)

[“Yimba Bira” Traditional Indigenous Games](http://www.darumbal.org.au/programs-3/yimba-bira-traditional-indigenous-games/)

*Hours of Operation:*

Darumbal Office:  Monday to Friday 8.30am – 4.30pm  (CLOSED 12 – 1pm daily)

Budaroo House Youth Shelter:  24hrs 7 days a week

VSM Outreach Service:  4 nights per week –  Monday, Thursday, Friday, and Saturday nights 6pm – 12pm (subject to change)

## Contact Information: Darumbal Office - 79b Bolsover Street: PO Box 5851,Red Hill Mail Centre, Rockhampton QLD 4702. Office Phone: 07 4922 6180Budaroo House: 07 4927 5715 VSM Outreach: 0400 716019

<http://www.darumbal.org.au/>

**Gumbi Gumbi Aboriginal and Torres Strait Islander Corporation**

We offer support, individual counselling, group therapy, health and hygiene, and education programs to our clients to encourage clients to confront and resolve past issues such as loss of identity and grief and loss counselling to minimise the risk of alcohol, drug and other substance abuse and encourage a lifestyle that promotes a more social, emotional wellbeing for our clients.

Contact Information: 25 George Street: ROCKHAMPTON 4700: Ph: 4922 8355: Fax: 4927 9889 gumbi@pacific.net.au. <http://www.gumbigumbirockhampton.com/>

**Helem Yumba**

The Central Queensland Healing Centre works with indigenous families to address issues of family and domestic violence.

See also [Dads on the Inside](#DadsontheInside) in this Directory

Contact Information: 10/99 Musgrave St.: ROCKHAMPTON 4701: Ph: 4921 1744: admin@cqhealing.com.au

**Indigenous Community Links (ICL)**

Indigenous Community Links (ICL) is an Australian Government program designed to help close the gap between Aboriginal and Torres Strait Islander and non-Indigenous Australians.

ICL operates through a network of 65 not-for-profit service providers in 88 urban and regional areas across Australia to provide:

* Lasting social, health and financial improvements through supported referrals and advocacy.
* Information and referrals to local community services and programs across a range of Indigenous and other services and programs, such as legal, health, employment and housing.
* Opportunities for clients to develop skills to help themselves.

ICL is a referral and information service. ICL is not a replacement program for other services. ICL providers work closely with other community service organizations in their area to share referrals and facilitate client needs.

Contact information:

*Rockhampton, Yeppoon and Mt. Morgan*

Central Queensland Indigenous Development (CQID), Building 26 CQID Social Inclusion Centre, Darumbal Road, central Queensland University Qld. 4701.Ph: 4920 0000 Fax: 0110.

*Emerald*

Central Queensland Indigenous Development (CQID), Shop 2/13 Borilla Street Emerald 4720. Ph: 4987 4792 Fax: 4987 4928.

*Gladstone*

Nhulundu Healing Service, 1 Manning St. Gladstone 4680. Ph: 4979 0992 Fax: 49790967

*Longreach*

Central Queensland Indigenous Development (CQID) 39 Duck St. Longreach 4730. Ph: 4658 1577 Fax: 4658 1599

**Juwarki Kapu-Lug Aboriginal and Torres Strait Islander Corporation**

Head office for the organisation which provides drug and alcohol support services to the indigenous community in liaison with local law enforcement. Includes diversionary centre, cell watch/visitor service, prison liaison program, with education and training support (vocational and diversionary).

Contact Information: Quay Street: P O Box 1249: ROCKHAMPTON 4700: Ph: 4927 7508: Ph: 0418 985 849: Fax: 4927 7058: edward.juwarki@gmail.com. <http://juwarki.org.au/>

**Milbi Incorporated**

Indigenous agency providing hostel accommodation at Milbi Farm: the adult community justice program; and “Listen & Learn” young offender support service.

Contact Information: PO Box 1072 ROCKHAMPTON 4700: Ph: 4934 2828 (Hostel): Ph: 4927 0388 (Head Office): Fax: 4927 0399

**Reconnect**

The Reconnect program is a government funded initiative auspiced by Fitzroy Basin Elders Committee (FBEC) that specifically targets 12 to 18 year old Aboriginal, Torres Strait and South Sea Islander young people who are homeless or at risk of homelessness, and their family.

The objective of the program is to improve the level of engagement of homeless young people, or those at risk of homelessness, with family, work, education, training and the community.

Contact Information:

*Rockhampton Reconnect*

The Rockhampton Reconnect program auspiced by Fitzroy Basin Elders Committee (FBEC) specifically targets Aboriginal, Torres Strait and South Sea Islander young people. FBEC is located at Building 26 CQID Social Inclusion Centre, Darumbal Road, Central Queensland University Qld. 4701. Ph: 4939 1297 Fax: 4936 1088

*Gladstone Reconnect*

The Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph: 4972 0047 Fax: 4972 0917.

**QIFVLS: QUEENSLAND INDIGENOUS FAMILY VIOLENCE LEGAL SERVICE**

QIFVLS is a Family Violence Prevention Legal Service funded by the Commonwealth Attorney General's Department to assist Aboriginal and/or Torres Strait Islander people who are victims of domestic and/or family violence and /or sexual assault. They provide free legal advice and representation as well as ongoing case management  for their clients. The teams at QIFVLS comprise of a Solicitor and Client Support Officer, who is Indigenous, to ensure that service is delivered in a culturally appropriate way.

They are also able to assist non-Indigenous clients in circumstances where the child involved in the proceedings is the person who is indigenous and/or the victim of the family violence and/or sexual assault.

The Rockhampton office services the local government areas of Rockhampton and Mt Morgan, Yeppoon, Gladstone, Woorabinda, Biloela, and Blackwater.  Rockhampton Office also assists clients in Emerald with advice over the telephone. For more information or to access service please phone 4922 4557. Also see [Queensland Indigenous Family Violence Legal Service](#QueenslandIndigenousFamilyViolenceLegalS) in this Directory.

**PSYCHOLOGISTS**

**Berserker Clinical Practice**

Regulation 7 Family Law Counsellors; Family Reports, Psychologists. Around two month wait time for Court Reports – ***book early.*** Ph: 4921 0510

**Swarbrick Consulting**

Regulation 7 Family Law Counsellors; Family Reports, Psychologist. May be wait for Court Report services. Around a week for personal clients. Ph 4922 2290

**Mandy Dexter** Children, Adults, Families. Generalist psychologist with an interest in working with trauma-based issues. Developmental assessments for children; Parenting Capacity Assessments. Phone: 07 4921 1224; 0437 827 164; or email on mandy.dexter@yahoo.com.au

**Tilly’s Yumba – a place to connect.**

Loretta George: Bachelor Psychology; Postgraduate Certificate Clinical Psychology. Ph: 0408 950 773 tillysyumba@gmail.com

**Dr Linda Weber** Mobile0407 963 603

**CENTRAL HIGHLANDS**

**Anglicare Central Queensland Emerald**

Mental Health Program. Services Blackwater, Capella, Emerald, Gemfields, Rolleston, Springsure. PH 4982 4062

**Anglicare Blackwater.**

Centrelink Agency 9am -1pm. Booth has fre phone for Centrelink, fax, photocopier, printer and computer. Rural and Isolated Accommodation. 8.30am-5pm. Crisis, short, medium term accommodation. Information and referral: household management and individual and family support.

**Centacare Emerald**

Counselling, sexual assault counseling, family relationships and family support. PH 4982 4358

**Central Queensland Division of General Practice** Ph 4982 4233

**Centrelink** Ph 4983 7000

**Community and Primary Health Service: Child Protection Liaison** Ph 4983 9700

**Department of Communities, Child Safety and Disability Services** Ph 4983 7500

**Domestic Violence Service of Central Queensland** Ph 1800 808 688

**Emerald Neighbourhood Centre.**

Emergency relief; crisis intervention; Information; Referral; Community Visitor. Ph 4982 1696

**Indigenous Community Links (ICL).**

See [Indigenous Community Links](#IndigenousCommunityLinks) in this Directory to find out more about this program**.** ICL in Emerald is located at Central Queensland Indigenous Development (CQID), Shop 2/13 Borilla Street Emerald 4720. Ph: 4987 4792 Fax: 4987 4928.

**Legal Private (Network member) Anne Murray & Co.** 17 Opal St.Ph 4982 4236

**UnitingCare Community**

Rural Family service provide practical, personal and therapeutic support for families and individuals with children from pre birth to 18.  Out reach and home visits as needed.  Phone 49823730

**Psychologist: Gryphon Psychology.**

Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children’s emotional and behavioural problems; Anxiety and depression (post natal depression); Drug and Alcohol problems; Fatigue management; Sleep assessment; Pain Management; Quit smoking programs; Critical incident; Psychological trauma and stress related conditions; Mentoring and coaching for self esteem, assertiveness; Work stress: work life balance; Adjustment difficulties; Loss and bereavement; General psychological issues; Anger Management; Stress and Conflict; Couples Counselling; Family and parenting issues; Children’s emotional and behavioural problems; Anxiety and depression (post natal depression); Drug and Alcohol problems; Fatigue management; Sleep assessment; Pain Management; Quit smoking programs; Critical incident; Psychological trauma and stress related conditions; Mentoring and coaching for self esteem, assertiveness; Work stress: work life balance; Adjustment difficulties; Loss and bereavement; General psychological issues. 132A Opal St. PH. 1800 056 076.

Red Cross

PHaMs (Personal Helpers and Mentors) operates from the Neighbourhood Centre and has an Emerald based worker.. Ph 0408 712 953

**LONGREACH and BARCALDINE**

**Alcohol and Drug Foundation Queensland**

Alcohol and Drug Foundation Queensland is a Non-Government Organisation (NGO) dedicated to reducing the individual and social harms associated with alcohol and drug use and to promoting health enhancing behaviour change.PH 0400 022 906

**Anglicare Central Queensland**

Support to youth and families; crisis counseling and debriefing; life skills and training; referral and resource information. Ph 4658 0431

**Australian Red Cross**

The Red Cross Office 78 Ash St Barcaldine. Services from this office cover the area including Longreach

There are several Programs:

* PIR (Partners in Recovery)
* ACHA (Assistance with Care and Housing for the Aged)
* SAM Our Way Community Development with Youth Services
* PACE (Parent and Community engagement)

In addition to a Youth Centre, and Telecross service. Ph 4651 2007

**Central Queensland Indigenous Development**

Central Queensland Indigenous Development39 Duck St.CQID is committed to generating and leading positive social change for Indigenous Australians and other people in our communities. PH 4658 1855. <http://cqid.com.au/>

**Community Health Longreach**

Community Health Centre Duck St. This service is part of the central West Health Service District (Qld Health) and routinely assists separating and separated families with counseling and other assistance. The service covers all ages and both males and females. It also provides a wide range of other counselling and support services to the community. Ph: 4652 5500

**Indigenous Community Links (ICL).**

See [Indigenous Community Links](#IndigenousCommunityLinks) in this Directory to find out more about this program**.** ICL in Longreach is located at Central Queensland Indigenous Development (CQID) 39 Duck St. Longreach 4730. Ph: 4658 1577 Fax: 4658 1599

**Longreach Regional Council: Community Development** PH 4658 0431

**Relationships Australia.**

Counselling and Community Education for Gambling Help Service and Victims Counselling and Support Service. 19 Duck St (Cnr of Duck St & Crow Lane old Convent Building). PH: 1300 364 277 or direct (07) 46581855

**Winton Shire Council Rural Family Support.**

Family Support Worker**:** Jodie Gadd.4657 1877 : 0427 571 877

**GLADSTONE AND BILOELA**

**Anglicare Central Queensland.**

Foster and Kinship Care, Intensive Care, Community Rent Scheme, National Affordability Rent Scheme, Healthy Minds Program and Mental Health Personalised Support Service.

 Contact: phone 4972 8220 for appointments. Office address is 50 Young Street Gladstone.

**Banana Shire Support Service.**

Emergency accommodation and crisis support. Domestic Violence Support, DV Court Support and the Community Legal Service. See solicitor by appointment – outreach to towns/locations in the Banana Shire. PH 4992 3322

**Capricorn Division of General Practice.**

Mental Health Nurse Initiative. Ph 4972 5244

**Centrelink** Ph 132 850 – general: 136 150 – Families Assistance

**Community Advisory Service**

Short term accommodation to families with dependent children who are homeless or in crisis: Children’s Resource and Advisory Service: Counselling – personal, child and family counseling. No referrals needed but appointment must be made. Community Legal Centre Service also based here.

Contact Information: Community Legal Service Ph 4976 6300: Crisis Housing PH 4976 6356: Children’s Resource and Advisory Service 4976 6356: Counselling 4976

6300:

**Community Solutions**

*Community Solutions  – Personal Helpers and Mentors Program (PHaMs)*

PHaMs provides increased opportunities for recovery for people aged 16 years and over whose lives are severely affected by mental illness, by helping them to overcome social isolation and increase their connections to the community.  People are supported through a recovery focused and strengths based approach that recognises recovery as a personal journey driven by the participant.

PHaMs workers provide practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks.  One-to-one and ongoing support ensures the individual needs of the PHaMs participants can be addressed.  They are assisted to access services and participate economically and socially in the community, increasing their opportunities for recovery.

*Community Solutions – Partners in Recovery (PIR)*

Coordinated Support and Flexible Funding for People with Severe, Persistent Mental Illness and Complex Needs (PIR) initiative aims to support people with severe and persistent mental illness with complex needs, and their carers and families, getting multiple sectors, services and supports they may come into contact with (and could benefit from) to work in a more collaborative, coordinated and integrated way.

Contacts: Community Solutions, 32 Tank Street Gladstone : P O Box 5254 Gladstone QLD 4680. Phone - 4977-8111

**Gladstone Community Mental Health Service.**

Community Mental Health Services offer a free and confidential service specialising in the treatment of individuals who have or are at risk of developing moderate to severe mental illness. A team of mental health professionals offers medical and psychiatric assessment of existing or possible mental health problems, design and implementation of therapy, case management, crisis intervention, and community liaison and education. The full range of mental health problems is catered for including severe emotional disturbance, anxiety disorders, depression, eating disorders and psychotic illnesses. For after hours treatment of an acute mental illness episode or psychiatric crisis contact the Emergency Department of the nearest Hospital. 160 – 170 Goondoon St. Gladstone 4680. Ph: 4972 3466.

**Indigenous Community Links (ICL).**

See [Indigenous Community Links](#IndigenousCommunityLinks) in this Directory to find out more about this program**.** ICL in Gladstone is located at Nhulundu Healing Service, 1 Manning St. Gladstone 4680. Ph: 4979 0992 Fax: 49790967

**Legal Private (Network Members)**

* **Appleton Krebs Lawyers.** Suite 4/37 Goondoon St**.** Gladstone 4680. Brad Krebs Ph 4972 7766
* **Tony Godwin and Co.** 3/100 Goondoon St. Gladstone 4680. Ph 4972 4100
* **Sanderson & Parks Solicitors.** ADDS Building, Gladstone Road; PO Box 1

Biloela Qld 4715. Ph 4992 3377 email info@sandersonparks.com

**Magistrates Court** 14 Yaroon St, Gladstone 4680..Ph 4971 2423

#### Nhulundu Health Service

#### Indigenous Health Organisation **(Nhulundu Health Service)** has a charter to provide an integrated, comprehensive primary care health service to the whole Gladstone Community from birth through to old age. 1 Manning St, Gladstone 4680. Ph. 4979 0992

**Ozcare Counselling and Support Service**

Provides unbiased counseling for men and women effected by domestic and family violence. Provides information, referrals and community education. Service is confidential and free of charge. Mon – Wed 8.30am -5pm. Ph 4979 6200

**Ozcare Domestic and Family Violence Court Support Service**

Assistance to either take out or respond to a Domestic and Family Violence Protection Order. Support during the court process and information and referral as required. Free and confidential face to face or telephone assistance available. Services operates: Mon.; Thurs.; Fri.

**Ozcare Women’s Refuge**

24 hour service for women escaping family violence**.** Offers safe secure short term accommodation for women, or women and children escaping domestic violence

**OzCare Homestay Early Intervention program**

Helping people to maintain their tenancy by giving support and assistance with:

* + Housing applications
	+ Transport to appointments
	+ Communication
	+ Budgeting
	+ Hygiene
	+ Nutrition (developing weekly menu)
	+ Parenting skills.

Contact Information; Support Worker - Melodi Simpson: Phone 07 49374318: Mobile 0439085214: Fax 07 4979 6209. Email melodi.simpson@ozcare.org.au

 Shop 1/174 Goondoon Street, Gladstone. PO Box 1194, Gladstone, Qld, 4680

 [www.ozcare.org.au](http://www.ozcare.org.au)

**Gladstone Reconnect**

The Gladstone Reconnect program is auspiced by Roseberry Community Services located at 39 Flinders Parade, Gladstone 4680. Ph: 4972 0047 Fax: 4972 0917.

For more information see [Reconnect](#Recoonnect) in this directory.

**Relationships Australia**

Family Dispute Resolution. Relationship counselling for individuals, couples and families. Parental mediation. Counselling for gamblers and families; see [Gambling Help Service](#GamblingHelpService) in this Directory.

*Parenting Order Program:* Assessment no wait: ***The Parenting Orders Program has two aspects to it.*** The first one being through case management identifying issues of contention between parents in their co-parenting relationship. This allows for additional supports eg: counselling, 1 on 1 and working closely with other agencies referring as required. For those parents identified as benefiting from further information around co-parenting the option is given to attend Focus On Kids group sessions. Case review ongoing on an as needs basis.

*Please ring 1300 364 277 for appointments*

**Roseberry Community Services Limited**

Roseberry Community Services is a community based organisation providing a variety of services to meet the identified needs of young people and families who are experiencing difficulties as well as accommodation services.

*Roseberry House* Gladstone provides short term accommodation and support for young people who are homeless and in crisis. Our staff work to enhance the dignity, self-esteem and independence of young people (aged between 16 and 25 years), whilst recognising the importance of families.

Contact Information:*Roseberry House*

20 Rollo Street, Gladstone

Tel: 49725383; Fax: 49720 850; email: roseberryhouse@roseberry.org.au

Our *Transition to Independent Living (TIL)* Workers provide practical and emotional support to young people living independently in the community. The TIL service aims to assist young people to pursue appropriate options within the community and to ensure young people have the capacity to achieve the maximum degree of self-reliance and independence.

*RCS Youth & Family Service* staff offer counselling for families who are experiencing the early stages of conflict with adolescents, with a view to preventing youth homelessness. We work towards family reconciliation where there is an immediate risk of homelessness, or when the young person has recently become homeless. We also assist young people in making a smoother transition into the community if it is unreasonable for them to live at home.

Contact Information: *Youth & Family Service and TIL*

39 Flinders Parade, Gladstone

Tel: 49728200; Fax: 49720262; email: colleen.tribe@roseberry.org.au

*Branchout* Youth at Risk Initiative (YARI) plays an essential prevention and early intervention role in responding to young people aged 12-18 years who present with a number of risk factors that may result in harm, negative health outcomes, or interaction with Youth Justice or Child Safety. Young people have the opportunity to engage in a number of programs that address personal development, community involvement and literacy and numeracy.

Contact information*Branchout*

39 Flinders Parade, Gladstone

Tel: 49728200; Fax: 49720262; email: karol.battams@roseberry.org.au

*RCS Gladstone Housing Services*

We manage a range of community housing options, both long term and emergency units, for adults and young people in Gladstone. Our long term housing is regulated by the One Social Housing Policy with the Department of Communities (Housing and Homelessness Service). Clients need to be registered with the Department of Communities (Housing and Homelessness Service).

Contact Information: RCS Housing Services

159 Goondoon Street, Gladstone 4680

Tel: 49720047; Fax: 49720917; email: karol.battams@roseberry.org.au

**Unitingcare Community.**

UnitingCare Community is one of the state's largest community service providers, offering Lifeline services, child and family care, counselling, disability support and social inclusion programs throughout Queensland.

PH 4972 6076 Telephone No: 131 114 (Lifeline 24 hour crisis counselling) Free call from mobile phones

**WOORABINDA**

**AODS – Sober up shelter** Ph.49132840

**Australian Red Cross** Ph.49350613

*Family Partnerships Case work with families*

*Youth Support*

*PaCE (Parent and Community Engagement)*

*Gumbi Gunyah Women & Children’s Well-being Centre* 0408 785 032 (on call number)

Also see [Australian Red Cross RAI](#AustralianRedCrossRAI) and [Australian Red Cross PHAMS](#AustralianRedCrossPHAMS) in this Directory

**Baralaba State School.** Ph:49982333

**Centrelink Agent.** Ph:49350489

**Council Office.** Ph: 49259800

**CQID** (Central Queensland Indigenous Development) Ph: 49132500. <http://cqid.com.au/>

**HUB** – *Housing Qld: Youth Justice: Child Safety*  Ph: 49259024

**Medicare Local**/Central Division of General Practice

*Counselling services.*  Ph: 49350038

**Multipurpose Health Service**/*Hospital-doctor* Ph: 49132800

**Police Station.** Ph: 49350155

**Post Office.** Ph: 49350144

**Undoonoo Day Care Centre.** Ph: 49350500

**Woorabinda Primary School.** Ph:49132222

**Wadja Wadja High School.** Ph**:**49350158

**Yumba Binda Aged Hostel.** Ph**:**49350069